

Transforming
Lives

BFET PROVIDER'S HANDBOOK



FFY 2021

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INTRODUCTION

The Basic Food Employment and Training (BFET) program is an important part of Washington State's comprehensive workforce development system serving the needs of low-income individuals, displaced workers, and employers. The BFET program is committed to assist Basic Food recipients achieve their human potential by encouraging economic well-being through skill acquisition, personal responsibility and gainful employment. The program offers job search, training, education, and job readiness activities to improve BFET participant's employment prospects and wage earning potential.

The BFET Provider's Handbook details a standard set of policies and guidelines for delivering services under the BFET program. This handbook does not cover every situation or scenario a Provider may encounter in their day-to-day case management activities. Providers receive face-to-face training that provides detailed instructions and examples of common, and some rare, case actions. This handbook updated annually or as needed.

BFET DIRECTORY

BFET POLICY CONTACTS

Spring Benson	BFET Program Administrator	360-397-9632	Spring.Benson@DSHS.WA.GOV
Gus Williams	BFET Policy Lead Program Manager	360-725-4607	Gus.Williams@DSHS.WA.GOV
Bessie Williams	BFET Program Manager	360-725-4630	Bessie.Williams@DSHS.WA.GOV
Felicia Talbott	BFET Program Manager	360-725-4653	Felicia.Talbott@DSHS.WA.GOV
Kimberly Stelly	BFET Program Consultant	360-725-4945	Kimberly.Stelly@DSHS.WA.GOV
Shannon Williams	BFET Program Consultant	509-202-5335	Shannon.Williams@DSHS.WA.GOV
Billie Malcolm	BFET Program Consultant	509-220-4308	Billie.Malcolm@DSHS.WA.GOV
Caleb Clark	BFET Contract Officer	360-725-4361	Caleb.clark@DSHS.WA.GOV
BFET Policy Team	Invoices, program inquiries, eJAS access questions, and program concerns		SWBFETPolicy@DSHS.WA.GOV
BFET Monitoring Team	Monitoring questionnaires, CAPS (Corrective Action Plans), monitoring visit confirmations, questions.		BFETMonitoring@DSHS.WA.GOV

BFET FIELD OPERATIONS CONTACTS

Spring Benson	BFET Program Administrator	360-397-9632	Spring.Benson@DSHS.WA.GOV
David Skaar	BFET Field Operations Supervisor	206-406-6862	David.Skaar@DSHS.WA.GOV
Melissa Jones	BFET Field Operations Lead	360-529-6144	Melissa.Jones@DSHS.WA.GOV
Tea'Launna Brown	BFET Program Consultant King County		Tea-Launna.Brown@DSHS.WA.GOV
Anita Callahan	BFET Program Consultant Central WA	509-225-6123	Anita.Callahan@DSHS.WA.GOV
Linda Dofelmire	BFET Program Consultant South West WA	360-688-8511	Linda.Dofelmire@DSHS.WA.GOV
Terra Gilmore	BFET Program Consultant Pierce County	253-302-0256	Terra.Gilmore@DSHS.WA.GOV
Rick Lee	BFET Program Consultant King County	206-450-4847	Rick.Lee@DSHS.WA.GOV

Terry Thomas	BFET Program Consultant Eastern WA	509-227-2643	Terry.Thomas@DSHS.WA.GOV
Robin Thrower	BFET Program Consultant Snohomish County, Peninsula	425-223-1419	Robin.Thrower@DSHS.WA.GOV
Kellyn Westra	BFET Program Consultant King County	206-445-8983	Kellyn.Westra@DSHS.WA.GOV
Barb Mooney	Region 1 Employment & Training Coordinator	509-714-1961	Barb.Mooney@DSHS.WA.GOV
Candy Banker	Region 2 Employment & Training Coordinator	360-805-8010	Candy.Banker@DSHS.WA.GOV
Julia Brooks	Region 3 Employment & Training Coordinator	253-476-7020	Julia.Brooks@DSHS.WA.GOV
BFET Operations	Eligibility Lists, eligibility issues, and eJAS caseload questions		BFETHelp@DSHS.WA.GOV

BFET FISCAL CONTACTS

Anni Smith	BFET Grant Manager Lead	360-725-4635	Anni.Smith@DSHS.WA.GOV
Georgina Thrower	BFET Grant Manager	360-725-4502	Georgina.Thrower@DSHS.WA.GOV
Priscilla Johnson	BFET Fiscal Analyst	360-723-4359	Priscilla.Johnson@DSHS.WA.GOV

ABAWD CONTACTS

Corinna Adams	ABAWD Program Manager	360-789-9583	Corinna.Adams@DSHS.WA.GOV
Cindy Stallsworth	ABAWD Program Consultant	360-480-2401	Cindy.Stallsworth@DSHS.WA.GOV
ABAWD Policy	ABAWD policy questions and clarifications, Workfare partnership requests, and ABAWD		ABAWD@DSHS.WA.GOV

ORIA BFET CONTACTS

Ashley Mai	ORIA Program Manager Manages ORIA BFET Contracts	206-568-5808	Ashley.Mai@DSHS.WA.GOV
Caleb Clark	ORIA BFET Contracts Officer	360-480-6936	Caleb.Clark@DSHS.WA.GOV

RESPONSIBILITIES OF BFET POLICY AND FIELD OPERATIONS

Policy Team	Field Operations Team
SWBFETPolicy@DSHS.WA.GOV BFETMonitoring@DSHS.WA.GOV	BFETHelp@DSHS.WA.GOV
Manages BFET Contracts	Provides technical eJAS assistance
Approves invoices	Manages BFET Components for providers including opening, closing and approval.
Manages program policy and clarifying questions	Processes eligibility lists
Monitors for Program compliance	Audits cases and participant files to support the program.
Manages budgets and amendments.	

BASIC FOOD (SNAP)

OVERVIEW

Washington State administers the Supplemental Nutrition Assistance Program (SNAP), referred to as the Basic Food Program, as authorized by the Agricultural Act of 2014. The Basic Food Program includes the federally funded SNAP and the state-funded Food Assistance Program for legal immigrants (FAP). The Basic Food Program helps low-income individuals obtain a more nutritious diet by supplementing their income with Basic Food benefits issued on an Electronic Benefits Transfer (EBT) card. FAP provides food assistance for individuals who are legal immigrants and meet federal income requirements, but do not meet federal immigration status for SNAP. *FAP recipients are not eligible for BFET.*

States must provide employment and training services to Basic Food Program participants as a part of administering SNAP. BFET is the SNAP corresponding employment and training program in Washington. USDA Food and Nutrition Service (FNS) provide the federal funding for BFET services and have oversight authority for SNAP Employment and Training Services.

Federal Regulations require some Able Bodied Adults without Dependents (ABAWD) Basic Food recipients to register for work and participate in approved activities to maintain their eligibility for food assistance. ABAWD Basic Food recipients can meet the participation requirement through BFET's approved employment and training activities.

However, it is important to remember that Washington State's BFET program is voluntary; there are no mandatory participation requirements.

BASIC FOOD ASSISTANCE BENEFITS AND BFET

Persons eligible for Basic Food assistance **may be eligible** for BFET services regardless of their benefit amount, which may be zero or a low monthly issuance due to eligibility requirements. Participants eligible for Basic Food benefits may also be eligible for the following:

- Low-cost cell phone services
- Women, Infants, and Children (WIC) services and
- SNAP Nutrition Education and Obesity Prevention (SNAP-Ed) services.

APPLYING FOR BASIC FOOD ASSISTANCE

Department of Social and Health Services (DSHS) is committed to providing Basic Food benefits to all potentially eligible people who want to receive them. You can apply for Basic Food assistance:

- Online at www.washingtonconnection.org
- In person at the local DSHS Community Service Office (CSO), (unless temporarily closed) or
- Call our customer contact center at 1-877-501-2233
- By mail DSHS Customer Service Center PO Box 11699 Tacoma, WA 98411-6699

FRAMEWORK

FNS EMPLOYMENT AND TRAINING E&T TOOLKIT

The BFET Handbook covers required policies in the FNS [Employment and Training Toolkit](#). The toolkit helps States create, implement and manager E&T programs. States have discretion in how they choose to operate their E&T programs.

OUTREACH & MARKETING

Outreach and marketing is an important and required activity for contracted service providers. Promoting the BFET program increases participant enrollment and connects services to communities. Marketing and outreach may vary depending on your agencies approach. DSHS may refer participants to your agency at the participant's request.

Television and Radio broadcasting for the BFET Program is not allowed and cannot be reimbursed.

LIMITED-ENGLISH PROFICIENCY

All forms and services must be available in the participant's preferred language. Translation and interpretation costs can be billed to the program. DSHS forms and translations can be found here: <https://www.dshs.wa.gov/office-of-the-secretary/forms>

PRINTED MATERIALS CIVIL RIGHTS & NON-DISCRIMINATION

All printed materials, either paper or electronic, must contain the USDA Non-Discrimination Language:

- *In accordance with Federal civil rights law and U.S. Department of Agriculture (USDA) civil rights regulations and policies, the USDA, its Agencies, offices, and employees, and institutions participating in or administering USDA programs are prohibited from discriminating based on race, color, national origin, sex, religious creed, disability, age, political beliefs, or reprisal or retaliation for prior civil rights activity in any program or activity conducted or funded by USDA.*

If the entire USDA Non-Discrimination Language will not fit on the printed material, the following statements can be used:

- *This institution is an equal opportunity provider.*
- *Funding provided by United States Department of Agriculture.*
- *USDA is an equal opportunity employer provider and lender.*

FORMS

All DSHS forms are located at www.dshs.wa.gov/fsa/forms. All BFET program forms are available on the BFET website under the [Provider Resources](#) section.

DSHS provides the current Federal Fiscal Year (FFY), October through September, A-19 at the beginning of each FFY.

The following forms cannot be altered:

- BFET Eligibility List
- Local Funds Match Certification (DSHS 06-155)
- A-19 1-A

A written request to alter the following forms can be made to DSHS:

- BFET Individual Employment Plan (IEP)
- BFET Participant Reimbursement Request Form (DSHS 07-103)
- Substitution for the Consent Form (DSHS 14-012)
- Substitution for the SBCTC BFET Referral Form (DSHS 10-501)

ALTERNATIVE FORMS

All requests to use alternative forms must be approved annually by policy staff at the onset of each contract year. Providers must use the DSHS forms if you have not received approval to use an alternate form from policy staff.

If your agency utilizes an approved alternate form, your agency must maintain documentation of policy staff approval and provided to DSHS for review during the monitoring visit.

For DSHS Policy Contracted Providers

Submit all form revision request to SWBFETPolicy@DSHS.WA.GOV for approval or at the time of renewal application.

For SBCTC Contracted Providers

Submit all form revisions to Jennifer Dellinger at jdellinger@SBCTC.EDU for approval. Submit alternate forms with your grant application.

For DSHS ORIA Contracted Providers

Submit all form revision request to Ashley Mai at Ashley.Mai@DSHS.WA.GOV for approval.

TRAINING & NETWORKING

Please refer to the [Required Training](#) section in the Special Terms and Conditions of your contract for details regarding training requirements.

BFET PROVIDER MEETING

[The quarterly BFET Provider Meeting](#) communicates program developments and provides training to enhance service delivery.

BFET TRAINING FORUM

The annual BFET Training Forum shares the latest trends in employment and training theory and practice, workforce development, and best practices throughout the provider network. Additional information including dates, location and registration are updated annually and can be found by visiting the BFET Website.

CONTRACT TRAINING

DSHS conducts annual contract training to review changes in the each FFY contract. This training is required for all providers. The training is held each September.

PROGRAM TRAINING

Program training comprises program operations, policies, procedures, fiscal, and billing. It is the provider's responsibility to provide training for new staff and refresher training on program changes. If additional support is needed, contact the appropriate program manager.

For DSHS Policy Contracted Providers

Contact the Policy Team at SWBFETPolicy@DSHS.WA.GOV.

For SBCTC Contracted Providers

Jennifer Dellinger at jdellinger@SBCTC.EDU.

For DSHS ORIA Contracted Providers

Ashley Mai at Ashley.Mai@DSHS.WA.GOV.

For eJAS training, contact the Field Operations Team at BFETHelp@DSHS.WA.GOV.

OTHER MANDATORY STAFF TRAINING

MANDATORY ABUSE AND FRAUD REPORTING

All staff and volunteers working with the participant must complete Reporting Suspected Child or Vulnerable Adult **Abuse or Neglect and Reporting Welfare Fraud** training within 30 days of the new FFY and new staff hire date. You must document the completion of this training and retain it for future monitoring visits. Complete Abuse and Fraud Reporting training by reading the DSHS 22-163, or viewing the [Mandatory Reporters Video](#) on YouTube.

CIVIL RIGHTS & NON-DISCRIMINATION TRAINING

All staff, supervisors and volunteers working with the participant must complete civil rights training within 30 days of the new FFY and new staff hire date. You must document the completion of this training and retain it for future monitoring visits. [Understanding and Abiding by Title VI of the Civil Rights Act](#) can be viewed by clicking on the hyperlinked title.

CONFIDENTIAL INFORMATION, FRAUD AND ABUSE FORM

As a provider organization, you must require all employees (or other persons) with access to DSHS information to complete and sign the [Confidential Information, Fraud and Abuse \(DSHS 03-374E\)](#) form annually at the beginning of each FFY, no later than October 31. You will find a preapproved Confidential Information, Fraud and Abuse (03-374E) form on the [Provider Resources](#) page of the BFETWebsite. You must keep all completed DSHS 03-374e forms on file and have them available during your monitoring visit. If you require eJAS access, please email your completed DSHS 03-374E form to the appropriate point of contact listed in the [eJAS Access](#) section. Any individuals representing your agency who may come into incidental contact with DSHS participant information (i.e. IT staff, fiscal staff, front desk staff, volunteers) will be required to complete the DSHS 03-374E form.

DSHS policy prohibits using DSHS information or access to eJAS for personal gain or potential conflicts of interest. Working on the case of a family member or friend is expressly prohibited. In addition, BFET providers are prohibited from using Benefit Verification System (BVS), the eJAS "COLLEGES" model, or other means not explicitly approved to access BFET cases.

MONITORING & AUDITING

ANNUAL MONITORING

Please refer to the [Contract Monitoring](#) section in the Special Terms and Conditions of your contract for details regarding annual monitoring.

AUDITING

Providers are subject to auditing by FNS to ensure all appropriate laws, rules, and procedures are followed. This may involve auditing of participant case files, whether electronically or on-site, and surveying of Providers and/or participants.

EJAS AUDITS

Providers are subject to auditing by DSHS to ensure compliance with policies and procedures. This could include, review of eJAS Case Notes, participant case files and eJAS case information.

EJAS ACCESS

REQUESTING NEW ACCESS

eJAS access is required to assist participants in the BFET program. Please email or scan all completed Confidential Information, Fraud and Abuse ([03-374E](#)) forms to the appropriate email address listed below for each individual that requires eJAS access. Please refer to the [Confidential Information, Fraud and Abuse](#) section for further clarification.

If access is needed to multiple eJAS models (such as commerce, BFET, ORIA, colleges and others), ensure providers request access to specific models. Model access may vary by program and is processed independently. If multiple eJAS model access is needed, you may receive a unique login for each account. A new form is required for any changes to existing access. For example, if you have access to region one BFET and need to add access to region three BFET; you will need to submit a new form outlining this request.

For DSHS Policy Contracted Providers

Submit the completed [03-374E](#) form to SWBFETPolicy@DSHS.WA.GOV and allow up to five business days for processing.

For DSHS ORIA Contracted Providers

Submit the completed [03-374E](#) to Ashley.Mai@DSHS.WA.GOV and SWBFETPolicy@DSHS.WA.GOV and allow up to five business days for processing if eJAS access is needed for both DSHS Policy contracts and DSHS ORIA contracts.

For SBCTC Contracted Providers

All eJAS access requests for college staff must be submitted to Jennifer Dellinger at jdellinger@SBCTC.EDU and allow up to five business days for processing.

TERMINATING ACCESS

Providers must request removal of access for any staff that no longer need eJAS or work with the BFET program per the terms of your contract.

For DSHS Contracted Providers

Submit an email to SWBFETPolicy@DSHS.WA.GOV including the worker's name and eJAS ID.

For DSHS ORIA Contracted Providers

Submit an email to Ashley.Mai@DSHS.WA.GOV including the worker's name and eJAS ID.

For SBCTC Contracted Providers

Submit an email to Jennifer Dellinger at jdellinger@SBCTC.EDU including the worker's name and eJAS ID.

PASSWORD RESET OR EJAS ERROR MESSAGES

For eJAS password reset, follow the instructions linked under the Password field in eJAS: Password Reset/Help Desk. For eJAS error messages, send email inquiry to BFETHelp@DSHS.WA.GOV with a description of the error encountered and a screen shot if possible.

SECURE ACCESS WASHINGTON (SAW) PORTAL

Washington Enterprise Services requires that all external partners create and use a SAW user account to reach the eJAS website. Provider staff will need to have this account created in order to access the eJAS login screen. Refer to [SAW Secure Access Washington](#).

The SAW eJAS Service Code needed to add eJAS access to your SAW account changes periodically. Please contact SWBFETPolicy@DSHS.WA.GOV for the latest code.

SECURE EMAIL PORTAL

[The State of Washington Secure Email Portal \(Secure Email Portal\)](#) is a secure way to compose, receive, view, reply to, and forward encrypted messages over the internet. You must use secure email when communicating confidential information with DSHS and other BFET Providers. Secure email is strictly for official business in the service of DSHS participants and cannot be used for personal activities. There is no sent folder in Secure Portal, copy yourself on the email and retain a copy for your records if needed. *All invoices must be submitted using secure email.*

REQUESTING NEW ACCESS

To request access to the [Secure Email Portal](#), send an email to BFETHelp@DSHS.WA.GOV or SWBFETPolicy@DSHS.WA.GOV. DSHS will send a secure email that contains an invitation to the Secure Email Portal. The message contains an **Open Message** button that will open the **Registration** page.

Helpful tips: When setting up secure email password do not use an * or ! and do not check the box to the left of your email. Simply select the email and open.

BFET REPORTS

BFET PERFORMANCE MEASURES AND QUARTERLY REPORTS

For DSHS Policy and DSHS ORIA Contracted Providers

Performance measures are captured using eJAS data and provided in a quarterly report. Program Managers review this information quarterly and provide a copy to providers the end of the month following quarter end. Tracking of performance measures ensure contractual compliance and are reported annually in the contract monitoring report.

For SBCTC Contracted Providers

Submit your quarterly report to Jennifer Dellinger at jdellinger@SBCTC.EDU.

FISCAL

FUNDING

The BFET program utilizes a 50/50 reimbursement model to fund the program. Funds from reimbursement of BFET expenditures can be leveraged as “local” match in future BFET invoices, this is known as **reutilizing BFET funds** (reutilized funds are available after year one of a provider contract). Funds must be received, spent on valid BFET costs and invoiced through the regular invoicing process for consideration of reutilization of funds. A worksheet will be required for reutilized BFET funds that demonstrate:

1. The amounts invoiced to DSHS in the month or quarter, it was invoiced
2. When the invoiced amount was received back from DSHS and
3. The date and amount used as a match on future invoices.

If private donations are used as a local match, a worksheet listing all donations by donor name is required. The worksheet is not required to be submitted monthly with the invoice; however, it will be reviewed during the annual monitoring visit.

For DSHS Contracted Providers

All administrative costs and participant reimbursements are required to be expensed and 50 percent of all eligible costs billed to the program.

For SBCTC Contracted Providers

All administrative costs, tuition and participant reimbursements are required to be expensed and 50 percent of all eligible costs billed to the program.

For DSHS ORIA Contracted Providers

50/50 model and “local match” does not apply.

100% ADDITIONAL FUNDS

FNS provides the opportunity for states to request additional 100 percent funds annually. These funds are subject to the availability of unspent funds nationally and can be used to support administrative costs. Providers requesting 100 percent funds must submit an application and a budget identifying services offered. If approved, 100 percent funds for administrative costs must be spent prior to spending 50/50 funds. The amounts, approvals, and dates funds are available vary each year. For additional questions regarding 100 percent, funds contact SWBFETPolicy@DSHS.WA.GOV or for ORIA contact Ashley.Mai@DSHS.WA.GOV.

BUDGETS

All budgets must be submitted using the approved DSHS budget template. Funds cannot be moved from Administrative Cost to Participant Reimbursement or vice versa without submitting an amendment. A variance of more than 10 percent for each budget line item requires a contract amendment. Please see the website for additional information regarding the budget, due dates and requirements. Budgets are due to DSHS no later than June 15, for review, which are incorporated in Washington's state plan.

AMENDMENTS

Budget amendment request are allowable through the end of FFY quarter 3 (June 30). Amendment request are not guaranteed. To submit a budget amendment request, an updated budget workbook with a detailed explanation of changes, and justification must be emailed to the following:

For DSHS Policy Contracted Providers

BFET Policy at SWBFETPolicy@DSHS.WA.GOV

For DSHS ORIA Contracted Providers

Ashley Mai at Ashley.Mai@DSHS.WA.GOV

For SBCTC Contracted Providers

All budget change requests must be submitted in accordance with the [BFET Fiscal Guidelines](#) and [BFET Grant Guidelines](#) are available on the SBCTC website under the [Basic Food Employment and Training \(BFET\) Grant](#) section.

COST ALLOCATION

All Providers must provide a cost allocation plan along with their budget every FFY. The BFET program offers two options, either:

- An in-direct cost rate to cover the common costs or
- A cost allocation plan to cover the common costs.

One method is required. If the in-direct cost rate is requested, a copy of the approved indirect rate cost letter is required with the cost allocation plan. All payroll/admin costs must be allocated (for example: fringe benefits) through the same method chosen.

BILLING ROSTERS

For DSHS ORIA Contracted Providers

ORIA BFET providers are required to submit their own billing roster from eJAS along with monthly invoices. ORIA BFET Providers cannot bill for ineligible individuals unless an exception is approved by Ashley.Mai@DSHS.WA.GOV.

For DSHS Policy Contracted Providers and SBCTC Contracted Providers

No roster is required.

INVOICES

Invoices are submitted monthly (or quarterly if approved) in accordance to the terms of the contract (within 60 days after the billing period). The final invoice in the contract year must be submitted within 45 days of the end of the contract year. Payments are issued within 45 days of invoicing.

Completed Invoice Workbook must include:

1. A 19 (signed)
2. Cost Details Page

3. Signed Local Match Certification form (not applicable to ORIA BFET)
4. Contract Summary Report
5. Participant Reimbursement Tracking form
6. Lease Calculation Tool (if not exempt)
7. Reutilized BFET Funds Form (if reutilizing BFET Funding) not applicable to ORIA BFET

For DSHS Policy Contracted Providers

Submit invoices to SWBFETPolicy@DSHS.WA.GOV.

For DSHS ORIA Contracted Providers

Submit invoices to Ashley.Mai@DSHS.WA.GOV.

For SBCTC Contracted Providers

Instructions for submitting invoices are in the [BFET Fiscal Guidelines](#) are available on the SBCTC website under the [Basic Food Employment and Training \(BFET\) Grant](#) section.

INVOICES NEEDING CORRECTIONS

For DSHS Policy Contracted Providers

If invoices are returned for additional information or clarification, providers will receive an email describing the required information. Invoices are processed in the order received, including resubmitted invoices. We do not hold or pend invoices for corrections.

For DSHS ORIA Contracted Providers

Submit the monthly completed invoice to Ashley Mai at Ashley.Mai@DSHS.WA.GOV within 30 days of the end of the billing month.

PARTICIPANT REIMBURSEMENTS

The BFET program allows for the use of participant reimbursement (PR) to support approved activities. PR services may be provided to the participant, as stated up to the prescribed limits in the [Participant Reimbursement Directory](#). Providers cannot use personal funds to pay for PR.

BFET funds cannot be used if the participant receives other funds identified to cover costs. BFET participants receiving other sources of funding must first fully expend those resources on qualified expenditures before the issuance of PR.

PR should be reasonable and necessary to engage in a BFET activity. A cost is reasonable if, in its nature and amount, it does not exceed that which a prudent person would pay under the circumstances prevailing at the time the decision was made to incur this cost. Necessary costs are incurred to carry out essential functions, cannot be avoided without adversely affecting participant outcomes and do not duplicate existing efforts.

Suggested questions to ask when considering the issuance and level of participant reimbursement include the following:

- Is the participant reimbursement reasonable and necessary for participation in the BFET component?
- What resources does the participant have available?
- Are there other resources in the community that can help with this cost?
- Is there a lower cost alternative available?
- Reimbursements such as tools or assistance with licenses and fees, will these issuances result in employment?

If a participant need exceeds the stated limits in the Participant Reimbursement Directory, providers can submit a participant reimbursement [Exception to the Rule \(ETR\) Request](#). ETR's must indicate the client eJAS number, amount requested, if other community funding sources have been exhausted and justification.

When issuing a support service, the PR form in eJAS must be completed. If you are unable to issue, print and obtain signature at time of issuance, you must input the information from the [BFET Participant Reimbursements \(07-103\) form](#) into eJAS within seven business days.

When issuing Participant Reimbursement/support service, address the following elements:

- What support service was issued (i.e. bus pass, work equipment, or a training course)
- Amount of reimbursement issued
- How the support service will aid in participation and
- Was a receipt requested to be returned?

All participant reimbursements must be tracked using the PR form and receipts must be maintained in the participant file.

EJAS WORKAROUND FOR PARTICIPANT REIMBURSEMENT MAXIMUM LIMITS

The PR limits in eJAS do not align with the policy outlined in the [Participant Reimbursement Directory](#). Consequently, you may not be able to enter in the total PR amount into eJAS. There are two different scenarios you may encounter.

1. Entering in a PR that is greater than the maximum amount in eJAS.
 - Enter the maximum amount eJAS will allow and document the total amount issued in the PR Justification.
 - Use the [BFET Participant Reimbursement](#) form (DSHS 07-103) to document the total amount issued, client signature and all required supporting documents.
2. You are unable to use the PR function in eJAS when the PR is already at the maximum amount.
 - Enter a client note using the [Admin/Support Svcs](#) note type detailing the date issued, PR type, amount issued and justification.
 - Use the [BFET Participant Reimbursement](#) form (DSHS 07-103) to document the total amount issued, client signature and all required supporting documents.

MISSING RECEIPTS

A receipt is considered missing when a monetary value is exchanged for goods and/or services and a receipt was requested and failed to be returned. If a participant fails to submit a receipt providers must document the attempts in eJAS that were made to get the participant to return the receipt. If a participant fails to return two receipts, PR can no longer be issued to that participant.

BFET ELIGIBILITY

ELIGIBILITY

An individual may qualify for BFET if he/she receives Basic Food Assistance and meet the following requirements:

- Is age 16 or older (there are additional requirements to serve 16-17 year olds) and
- Is able to work at least 20 hours per week
 - For participants with a verified disability, such as active SSI recipients or temporary workers compensation recipients, you will use the participant's statement or participant-provided documentation to determine BFET eligibility.

An individual is not eligible to receive BFET services if he/she:

- Receives State-funded Food Assistance Program (FAP) benefits or
- Receives Temporary Assistance for Needy Families (TANF), Refugee Cash Assistance (RCA) or other cash assistance under Title IV such as Tribal TANF.

NON-COVERED SERVICES

- 4-year College degree
- Bachelor of Applied Science (BAS) degrees
- On the job training wages
- [Workfare](#) or
- Stipends provided in certain training programs.

For DSHS ORIA Contracted Providers

Providers with **only** DSHS ORIA contracts can service LEP refugee and immigrant participants who are non-US citizens or (naturalized) US Citizens.

YOUTH SERVICES

Youth ages 16 to 17 may participate in BFET programs if they receive Basic Food benefits independently or through their parent's case. The participation expectation for Youth is secondary education or High School Equivalency (HSE) classes (see High School

Equivalency section). Youth may participate in vocational education programs if they have received or are in the process of receiving their **HSE**. Youth 16 years and older do not require parental consent to participate in BFET.

RUNNING START STUDENTS

Youth participating in the Running Start program are eligible for BFET if they meet the following requirements:

- The student must complete the IEP and make a specific declaration (documented) that their goal is employment upon completion of the AA
- Books, fees and any PR must be directly related to the AA degree. High school classes are excluded.
- Must maintain a GPA of at least 2.0 each quarter
- Must be at least 16 years old, and sign the DSHS 14-012 consent form.

HIGH SCHOOL EQUIVALENCY

State law provides free educational services for children and young adults up to age 21, therefore secondary education and HSE classes for this population are not reimbursable unless the student has been legally separated/released from the regular school system that would provide those services. High School Equivalency costs for adults over the age of 21 are allowed. PR designed to help the child remain in school by eliminating barriers; counseling or tutoring can be provided and reimbursed by the program, as long as they are not otherwise provided free or at reduced cost through another source.

STATE FAMILY ASSISTANCE (SFA)

State Family Assistance (SFA) is a cash assistance program for participants who are ineligible for TANF. SFA recipients are required to participate in WorkFirst. Therefore, SFA recipients are not eligible for BFET with one exception. A child who meets the following requirements is eligible for BFET:

- Aged 19 or 20, and
- Not the Head of Household of the SFA assistance unit.

ABAWD (ABLE BODIED ADULT WITHOUT DEPENDENTS) CLIENTS:

ABAWD clients must meet work registration requirements in order to receive and maintain Basic Food Assistance (BFA). ABAWD clients are age 18-49, have no dependent children BFA case, and able to work. If an ABAWD client declares no physical or mental issues, they must work at least 20 hours per week or 80 hours in a month, participant in unpaid volunteer work, participate in Workfare, or participate in [state approved employment and training](#) programs.

Refer to the [DSHS ABAWD website](#) for list of the current waived and non-waived areas in WA. ABAWD clients residing in areas that are non-waived must meet these work requirements. If work requirements are not met, they can only receive three months of basic food benefits in a 36-month period and be terminated for non-compliance. There are clients who would otherwise fall into this category statewide who are great candidates for the BFET program. You can identify an ABAWD client on the Client Demographics screen in eJAS.

COMPONENTS

FOOD INDICATOR (FI) – The FI component distinguishes BFET cases from other programs in eJAS and allow access to the participant's eJAS case. This component has no associated activity and is required for all BFET participants. The FI is not a standalone component and must be accompanied by an activity component.

Eligible individuals can participate in the following activity components:

JOB SEARCH TRAINING (JST) – JST is captured using the JT component. JST provides structured activities to help participants seek and obtain suitable employment. Services include, but are not limited to the following:

- Labor market information
- Job seeking skills instruction
- Resume writing
- Job skills assessment
- Coaching
- Work ethic training
- Job placement services

The JT component can be opened for a maximum of 90 days.

SUPERVISED JOB SEARCH (SJS) – SJS is captured using the JS component. SJS requires individuals to search for employment by making at least three employer contacts weekly, completing, and submitting a job search log monthly, as verification. Individuals must take any steps necessary to apply for a position for the contact to count as a job search activity.

Case managers will supervise job search by providing structured activities that help participants look for and find jobs, and review and follow up with all job search logs monthly with participants. Job search logs must include date, type and result of contact. SJS activity may include:

- Use of computer, email, fax, telephone
- Search of job listings and
- Participation in a job club
- Securing identification, professional license or certifications

An employer contact is any engagement with an employer regarding a job posting. This means the participant can have multiple “employer contacts” for the same employer, for example: telephone, online or in-person contact. This may also include securing documents needed to secure and maintain employment.

The JS component can be opened for a maximum of 90 days.

BASIC EDUCATION (BE) – BE is captured using the BE component. BE includes high school or equivalent educational programs, remedial education programs to achieve a basic literacy level, and instructional programs in English as a second language. This includes basic skills attainment in math, English, computer literacy, or other subjects which provide direct skills attainment for employability. BE activity may include the following:

- Education in basic computer skills
- Literacy or math training
- High School Plus (HS+)
- High School Equivalency preparation (formerly GED)
- Integrated Basic Education and Skills (I-BEST)
- Basic Education for Adults (BEaA)
- Pre-requisite courses for VE and/or
- English Language Acquisition (ELA)

The BE component can be opened for a maximum of 150 days.

For DSHS ORIA Contracted Providers

ORIA Providers can use approved BE component for ELA only when providing ELA to participants to gain language skills needed to obtain and keep employment. Follow these requirements to approve BE for ELA:

- Determine the recipient’s initial ELA level by administering the Comprehensive Adult Student Assessment System (CASAS) test for reading and listening, and ORIA-approved assessments for writing and speaking, and
- CASAS-qualified staff that has knowledge and experience in applying Washington ELA Adult Learning Standards skill indicators for writing and speaking testing must perform the ELA assessment scoring. *CASAS recertification training must be completed once every two years.*

ELA instructors must have the following:

A Bachelor’s degree in Linguistics, Education or related field, Liberal Studies or Liberal Arts, with certification or endorsement in (TESOL/TESL/TEFL); and or a minimum of three years teaching ELA to adults; or have a combination of credentials and experience that are approved by the community college or by the ORIA Program Manager.

ORIA Providers must:

- Provide ELA Classroom instruction and document weekly class attendance.
- Provide ELA classroom instructional services in an appropriate teaching and learning environment.
- Utilize the [College and Career Readiness Standards for Adult Education](#) as the basis for learning goals and measures.
- Utilize curriculum that incorporates content and language to prepare participants for the workforce.

LIFE SKILLS – Life Skills activities are captured using the SL component. Life Skills are abilities for adaptive and positive behavior that enable individuals to deal effectively with the demands and challenges of everyday life and employment. Life Skills topics include but are not limited to:

- Work preparation
- Health and well-being
- Effective communication
- Personal strength builders
- Community engagement

CURRICULUM

If your agency is opting to include Life Skills and do not currently have curriculum, please contact SWBFETPolicy@DSHS.WA.GOV to obtain a copy of the Strategies for Success (SFS) curriculum, which is a model used by DSHS and other providers who offer life skills services. Agencies may use part of or the entire curriculum.

VOCATIONAL EDUCATION (VE) – VE is captured using the VE component. VE is part of a job placement program requiring industry specific training. The focus is on filling the skills gap between low-skill adults and livable wage jobs. This education or training will result in a person receiving recognized credentials. Services include occupational assessment, entry-level job skills training, customized training, institutional skills training, and upgrade training. VE activity must be:

- Credentialed or
- Recognized by an independent third party or
- Accepted by local industry employers.

For SBCTC Contracted Providers and Northwest Indian College

VE activity can include:

- Certificate and Two-Year Career and Technical Education – Training provided by the community and technical colleges as part of a program of career and technical education (as defined in section 3 of the Carl D. Perkins Act of 2006). Per the Perkins Act requirements, these training programs are directly connected to business partners through advisory committees, are vetted through a program approval process and provide credentials and skills in alignment with industry needs.
- Two-Year Non-Career and Technical Education Degree Programs – Training programs provided by the community and technical colleges not categorized as professional or technical degree programs under the Perkins Act that are credit and credential-bearing. Although these programs allow the opportunity to transfer, they provide relevant skills acquisition to directly enter the workforce.
- Apprenticeship – Related Supplemental Instruction (RSI) provided through the community and technical colleges as part of a state registered apprenticeship program. The RSI must be credit-bearing.
- Pre-apprenticeship – Pre-apprenticeship training provided through the community and technical colleges. The training program must be directly connected to a registered apprenticeship program. The training is not required to be credit-bearing.
- Entrepreneurship Preparation – Training provided by the community and technical colleges to prepare an individual to start a business. The training is not required to be credit-bearing.
- Customized and Contract Training – Training provided by the community and technical colleges in response to business and industry needs. Training may include industry-recognized credentials (i.e. Flagger Certification, OSHA, etc.) or must be directly connected to a business or industry. The training is not required to be credit-bearing.
- Work-Based Learning/Internship – Work-Based Learning/Internship required for completion of a credential or degree in an approved activity provided by a community or technical college. This includes Career Launch activities requiring paid work-based learning activities as part of Career Connect Washington

The VE component can be opened for a maximum of 150 days.

JOB RETENTION SERVICES (JRS) – JRS is captured using BR component. JRS is an activity used to assist and support employed participants to achieve satisfactory job performance and increase earnings. JRS are used when the participant's earnings are over the basic food income limit or when the employed participant chooses not to continue BE/JS/JT/VE activities beyond their new employment. Continued employment must be [verified](#) each month and individuals must have participated in other BFET activities in the last 30 days. JRS can include the following activities:

- Counseling

- Coaching
- Case management and
- Participant reimbursements

Participants who choose to participate in JRS must agree to participate for at least 30 days, up to a maximum of 90 days. The JRS limit of 90 days can be consecutive or cumulative. Once this limit is reached, the individual is no longer eligible for JRS, but can be considered for additional retention services under JRSE.

JOB RETENTION SERVICE EXTENSION (JRSE) – JRSE is an activity used to assist and support employed participants who have exhausted the 90 days of JRS, but would benefit from additional support in order to achieve satisfactory job performance and increase earnings. The JRSE activity is used when the participant’s earnings are over the basic food income limit. If the participant’s earnings are not over the basic food income limit and employed part-time (31 hrs. per week or less), the participant must co-enroll in BE/JS/JT/VE/SL activities. In addition, participants in JRSE activity must engage in Financial Empowerment Training (FET) (additional information below). JRSE include the following activities:

- Counseling
- Coaching
- Case management and
- Participant reimbursements

All Retention participants must receive FET and encompass the five elements below. eJAS case note documentation must include progress in the FET:

FINANCIAL EMPOWERMENT TRAINING (FET)

1. *First Paycheck/W-4*
 - a. Tax withholdings (correct # of exemptions, W-4, gross versus net explanation, medical premiums, SSI withholds, direct deposit, etc.)
2. *Budget Basics*
 - a. Identify needs versus wants
 - i. Needs: Housing, transportation, utilities (including internet and phone), food, clothing, work-related expenses, child care, child support, medical expenses (prescriptions, etc.), insurance (rent, home, auto)
 - ii. Wants: Cable, entertainment, salon visits (moderation/other options)
 - b. Intro to Banking: Bank fees (direct deposit, account set up, service charges, overdraft fees)
 - c. Understanding your bank statement (disputes, fraud, protecting your identity (keeping statement in secure location, etc.)
 - i. Balancing checkbook
 - d. Setting up reoccurring on-line payments (automatic drafts)
 - e. Debit card use
 - f. Prioritize your financial obligations (may be options to delay payment for certain bills)
3. *Credit/Payday Loans*
 - a. Interest
 - b. Bank loan versus predatory loans (high interest)
 - c. How to monitor credit history (using 3 major credit bureaus)
 - d. Borrowing money from friends/family
 - e. Other community resources
4. *Savings*
 - a. Plan for emergencies
 - b. Long-term planning for specific goals or aspirations
 - i. Define specific goal, determine cost, and start saving
 - ii. Life insurance, children’s education, etc.
 - c. Pay yourself first (determine realistic savings amount)
 - d. Employer contributions (401K, deferred comp, etc.)
5. *Resources*
 - a. Various options (online, other agencies, classes, community, books, Employment Security Department – Strategies for Success (week of financial training))
 - b. Dental care, medical care, and subsidized housing, child care

- c. Family and friends
- d. Employer (child-care, employee assistance, etc.)
- e. Couponing

The JRSE Component can be opened for a maximum of 275 days because the initial 90 days of JRS was used. The participant's employment does not need to directly relate to BFET participation.

JRSE activity will be approved for 90 days at a time. At the end of the 90 days, the case manager will assess the participant's situation to determine if there is still a need to engage in activities. If the component is extended, you must document in eJAS the reason for an extension.

COMPONENT START DATE

Activity components can be opened with future starts dates (except JS and BR) up to one month in advance. For example, a component starting in September may be opened as early as August 1. When opening future components, eligibility must be rechecked before providing services as participant's eligibility may terminate without notice.

COMPONENT HOURS

The maximum component hours a participant is allowed in the BFET program is 40 hours per week. Employment hours are not included in these hours. Participants enrolled in an activity(s) 19 hours or less per week are considered part time. Participants enrolled in an activity(s) at least 20 hours per week or more are considered half time or more. Hours of participation can effect eligibility for child care and ABAWD work requirements.

Component hours are based on the number of hours the participant is expected to participate, not on credit hours. For example, if a participant attends Vocational Education for 6 hours per week and has an estimated 10 hours of homework or study time per week, the VE should show 16 hours per week.

COLLABORATION

CO-ENROLLMENT

In some situations, multiple providers can work with the same participant to achieve their IEP goals. Both providers and colleges can work with a participant at the same time but each use a different component(s). It is the agencies responsibility to coordinate services for co-enrolled participants to prevent duplication of service. Duplication of service means the participant receives the same component or the same participant reimbursement from multiple providers in different components.

DSHS encourages BFET providers to collaborate and make referrals to other providers for services that they do not offer in their BFET program. For example, when a participant nears the end of their VE goals at a SBCTC Contracted Provider, the SBCTC Contracted Provider may refer to a DSHS Contracted Provider to provide JS.

CO-ENROLLED COMPONENTS

When components are open with another provider, BFET Eligibility cannot be used to open components. eJAS will generate the message, "This client has BFET-related activity, and cannot auto open at this time." A component open request must be submitted on an Eligibility List to BFETHelp@DSHS.WA.GOV.

When closing components with co-enrolled participants, only close the component attached to your agency's eJAS provider code.

WORKFARE COLLABORATION

[Workfare](#) is a volunteer program for ABAWD participants to increase their overall employability by developing basic job skills and confidence. All non-exempted ABAWDs must participate in a specified amount of hours each month in work-related activities to retain their Basic Food benefits. ABAWD participants may be co-enrolled in Workfare and BFET to meet the work-related activity hours required. Workfare is an option for ABAWD participants who cannot participate in BFET at least 80 hours a month (20 hours a week average) as it has a lower hourly requirement.

The DSHS ABAWD Specialized Unit assists ABAWD participants in determining the number of Workfare hours required to retain BFA. Encourage ABAWD participants interested in Workfare to contact the ABAWD Specialized Unit at 1-877-501-2233.

EMBARGO CLIENTS

The Resources to Initiate Successful Employment (RISE) three-year pilot project ended March 31, 2018. RISE offered services such as Comprehensive Case Management, Strategies for Success and Work-Based Learning in King, Pierce, Yakima, and Spokane counties. Pilot participants either randomized to the treatment group (RISE) or control group (BFET). At the end of the pilot, the RISE treatment group transferred to the BFET program for continuation of services. Individuals assigned to the BFET control group cannot receive RISE-like services for three years from the randomization date, this includes SFS/Life Skills.

The RISE pilot control group are identified on the client home page in eJAS. If a control group participant is enrolled in the program you will receive a message, **“This client is assigned to the RISE Pilot Control Group (BFET) Embargo Begin and End date”**.

ORIA COLLABORATION

Participants served by another program such as Limited English Proficiency (LEP) Pathway or Career Ladder for Educated and Vocationally Experienced Refugees (CLEVER) may or may not qualify for BFET services at the same time. Not all LEP Pathway and CLEVER Providers use components in eJAS. If eJAS notes are documented in a participant’s case that indicate active LEP Pathway or CLEVER services, you must consult with the LEP Pathway or CLEVER **before** providing service. Contact the ORIA Program Manager for additional information or clarification.

For DSHS ORIA Contracted Providers

Contact Ashley.Mai@DSHS.WA.GOV to receive approval to serve a participant in two ORIA employment programs **before** providing service.

ABAWD NAVIGATORS

DSHS has partnered with other agencies to provide ABAWDs with resources and opportunities to meet their work requirements. Once DSHS identifies an individual as an ABAWD, the individual will receive a referral to an ABAWD Navigator who will:

- Ensure the ABAWD understands the work requirements, including how to verify participation.
- Complete an assessment (equal to the BFET IEP) to determine the ABAWD’s existing skills, barriers and goals.
- Match the ABAWD with an agency that would best serve their abilities and goals: these placements could be to BFET providers, back to DSHS for Workfare, or to another approved activity.
- Since these Navigators will be responsible for matching the ABAWD to the pathway that best suits them, it is imperative they develop a relationship and understanding of the services of BFET providers in their geographic area. The Navigators will also be responsible for doing a warm handoff with the ABAWD client. This will include, but not limited to doing a check-in with providers they send the ABAWD to, to see if the referral was successful.
- At this time, there are 34 ABAWD Navigators located at Community and Technical Colleges.
- For more information about ABAWD Navigators, please send questions to ABAWD@dshs.wa.gov.

ENROLLMENT

CONSENT FORM

A Consent form is used as a release of information. Participants must complete, sign and submit the [DSHS Consent Form 14-012](#) before providers can access participant’s information in eJAS. The Consent form includes the participant identification number, contracted provider name and length consent is valid for date.

INTAKE AND ASSESSMENT

An intake and assessment of the participant is required to ensure the BFET program is a good fit and the most appropriate service. All intake documents and documentation must be completed and maintained by the provider. The assessment must include, at a minimum:

- Basic skill levels
- Aptitude
- Interests
- Employment history
- Education history
- Employment barriers
- Career goals/interests
- Supportive service needs

The intake and assessment can be completed before or after checking BFET eligibility in eJAS. However, the complete intake and assessment must be completed **before** assigning (or enrolling) an individual into a BFET activity component.

INDIVIDUAL EMPLOYMENT PLAN (IEP)

Complete an IEP after completing the intake and assessment and determining that BFET is a good fit for the participant. The participant must complete and sign the IEP within ten calendar days of program enrollment. The IEP will include the results of assessing the following:

- Career goals
- Qualifications
- Transferable skills
- Job-relatable assets
- Barriers to employment

The IEP will include incremental steps to help participants overcome all identified career barriers and support the participant's strengths and goals. The following items must be included in the IEP:

- Title of the form must be "BFET IEP" or "IEP" (acronyms may be written out)
- Date the IEP was created
- Proposed BFET activities
- Any assessed employment barriers
- Employment goal(s)
- Referrals, if any, made to other service Providers
- Signature, and
- Any other information relevant to employment and training

IEPs must be updated annually, and when an activity changes. For example:

- When a participant completes a training
- When a participant reaches other employment goals outlined in the initial IEP
- When a participant adds or discontinues an activity

ASSIGNMENT TO BFET ACTIVITY

Use the intake assessment to develop the IEP and assign the participant to an appropriate activity. Participants must have the ability and availability to participate in BFET services immediately upon enrollment into BFET components. If the intake assessment shows that the participant does not have the physical and mental ability to work at least 20 hours per week within one year, then you must deny the individual BFET enrollment.

OPENING BFET COMPONENTS

Use the [BFET Eligibility](#) link in eJAS to confirm BFET eligibility and complete enrollment by opening the BFET components. There are three options when opening BFET components:

- Use the [BFET Eligibility](#) Link in eJAS and complete the component fields.
- Enter the participant's eJAS case and add components on the component screen.
 - Refer to the Opening and Updating Components desk aid for detailed instructions.
- If you cannot open the component using [BFET Eligibility](#) link or directly from the participant's case, then complete the BFET Eligibility List and submit it to BFETHelp@DSHS.WA.GOV. This option is only available for components that you cannot open, edit or close yourself. Eligibility Lists are processed within five business days depending on the workload.
 - Refer to the [Guide to Completing Eligibility Lists](#) in the Provider Resources section on the BFET Website for detailed instructions.

Once the BFET component(s) have been opened, complete the initial progress note as appropriate per [eJAS Case Note Documentation](#) section.

CASE MANAGEMENT

The participant's progress must be monitored and documented in eJAS monthly. Expected documentation includes the following:

- Progress in component activity

- Changes in the IEP
- Changes in activity(s)
- Participant Reimbursement (PR) to include a brief description and amount (see [Participant Reimbursement](#) section for documentation requirements)
- Supervised Job Search logs including activities completed, receipt of monthly Job Search Log, and steps taken to obtain when not received monthly
- If participant requests childcare services, follow the instructions in the [Guide for Writing Client Notes](#)
- Use the monthly progress radio button in eJAS on the caseload screen to track cases documented

EJAS CASE NOTE DOCUMENTATION

Participant's progress information must be documented in eJAS. Documentation must include the activity(s) in which the participant is engaged in, the dates of participation in an activity and their progress in all activities. DSHS will provide case note audit results monthly to the agency point of contact. Monthly eJAS case notes must maintain a monthly 95 percent accuracy rate.

Please ensure that you document the following information in eJAS accordingly as we evaluate information based on the following guidelines and expectations:

- **Initial Client Note:** In the initial month of participation, the progress note addresses the following:
 - Employment goal and BFET activities that help the participant reach their goal
- **Ongoing Client Note:** Ongoing progress notes detail the participant's monthly activities and address the following applicable elements:
 - Participant's progress in the BFET activity(s)
 - Progress towards reaching individual goals
 - Any changes in employment/education plan
 - Reason for delay in progress and
 - If unable to make contact, document the attempts to contact, loss of contact, and unable to assess progress
- **ABAWD Client Note:** ABAWDs participating in BFET require additional documentation about participation. The following elements must be included in the Ongoing Progress Note:
 - Number of hours participated that month
 - Job Search hours must be specific unless your program is included in Workforce Innovation and Opportunity Act (WIOA)
 - Any changes or barriers with participation must be clearly documented
 - **NOTE:** Verification of participation is checked at least ten days before the end of the month. The ABAWD BFET participant case notes must be entered as soon as possible otherwise the client may need to provide further verification they met the required 80 hours monthly participation.
- **Closing Client Note:** When BFET participation ends, enter a final closing note. Document the outcome and explain why the participant is no longer a BFET participant. For example, was a degree or certification earned? Did the participant obtain employment?

**Refer to the [Guide to Writing Client Notes](#) in the Provider Resources section on the BFET Website for detailed instructions and examples.*

The BFET Contractor Historical Report in eJAS can be used if a participants name cannot be found on the BFET Contractor Caseload screen when entering case notes. The link to the BFET Contractor Historical Report is located on the top right side of your BFET Contractor Caseload.

All eJAS Users can read BFET notes since they are in the general notes section. Consequently, you must not enter any eJAS case notes with confidential/sensitive information about Chemical Dependency, Mental Health, Family Violence, or HIV/AIDS/STD.

If an eJAS case note is entered incorrectly, submit a request to delete the note to JAShelp@DSHS.WA.GOV with a reason for the deletion. All case note entries become public record, so notes must be accurate and able to withstand public scrutiny.

EMPLOYMENT VERIFICATION

Providers must verify and update the employment screen in eJAS when participants obtain employment. Verification must consist of the following:

- Employer name and address
- Employer contact person name and phone number (only required if verified via phone)
- Job title
- Start date
- Hourly rate or wage
- Average number of hours worked per week
- Medical/dental benefits availability

For DSHS ORIA Contracted Providers

Verification of ninety days of employment for part or full-time employment is required. Acceptable verification includes:

- A 90 day employment verification form signed by the employer
- Wage stubs or
- Calling the employer or third party contacts (as directed by the employer) to verify employment status.

90-day employment verification is required in the eJAS client notes. **Sample eJAS 90-day documentation:** 90-day employment verification: Spoke with John Smith at 509-555-1212 today. Sami still works full-time at ABC Warehouse earning \$10.30/hr. She does well and they expect to train her for more responsibilities.

EJAS EMPLOYMENT INFORMATION

The employment information screen in eJAS must be updated within seven business days of the participant reporting a job to the Provider including employment changes, such as new employment with wages, hours, etc. and termination of old employment already input into eJAS.

Enter all applicable employment information into the employment information screen in eJAS. Select “Paid” for the Work-Based Learning field to enter Reported Wage amount.

UPDATING ACTIVITY COMPONENTS

eJAS must be updated to reflect changes that result in a reduction in component hours or termination of components. This must be completed within seven business days of discovery of the change. Changes reported through eJAS include, but not limited to the following:

- Changes in activities / component participation
- Non-participation
- Increase in participation hours
- Entering or change in employment

CLOSING COMPONENTS

Components are required to be closed once the component is completed using the proper closure completion code in eJAS. Use the following closure completion codes:

- CS – Completed Satisfactorily means the participant completed the activity successfully, but did not obtain employment. For example, the participant completed a component activity period successfully a may continue to participate in BFET.
- EE – Entered Employment means the participant exited the activity due to beginning employment.
- IC – Incomplete means the participant did not complete the activity by the scheduled end date.
- LC – Loss of Contact means the loss of contact with the participant for at least 60 days.
- NS – Used for administrative closures by **DSHS staff only**. DSHS staff use this code to close all overdue expired components or when no other code is applicable.
- 12 – Use this code when closing a component that was opened in error. The use of this code will remove the component from the program data.

Components must be closed with **LC** if the participant has not engaged in the BFET activity or contacted the agency for at least 60 days. Attempts by providers to contact and re-engage participants must be made and documented in eJAS each month.

When closing a component(s), the actual end date cannot be beyond the scheduled end date.

Expired components must be updated within ten business days after the scheduled end date. After ten business days, the expired component(s) will close without notice with the administrative closure code (NS). A component closed with NS will not

reflect actual exit code.

If an expired component needs to be reopened, a request must be submitted through the enrollment process. FI components that do not accompany BFET components will auto close without notice. Once all components are closed, you will no longer have access to the participant's case. If expired component(s) need to be reopened, refer to [Opening BFET Components](#) section for options for reopening components.

CLOSING COMPONENTS EXAMPLE SCENARIO EE VERSES CS:

Participant is active in VE and JT obtains employment and exits BFET. The closure code for the VE and JT components is EE.

1. Participant active in VE and JT, fulfills the vocational program and earns a certificate, and fulfills the JT component hours, but *does not obtain employment*. The closure code for the VE and JT is CS.
2. Participant is active in JT, JS and SL and obtains employment, however, wants to retain BFET services. Case manager realizes the new income will imminently put participant over the Basic Food income limit and engages the participant in retention services component. The closure code for JT, JS and SL is EE.

PARTICIPANT FILE

Files must be kept for all BFET participants. Files can be kept in paper or electronic formats or a **combination** of [paper and electronic](#). Files will be reviewed as part of the annual BFET program contract monitoring. Providers do not need to print eJAS progress notes and store in the file, the case note in eJAS is sufficient. If employment verification is entered in eJAS and the case notes demonstrate how the verification was obtained, it is not required to be printed and filed.

Participant files (a combination of paper and electronic) must contain the following information:

- Intake and Assessment
- DSHS Consent Form (DSHS 14-012)
- Certificates received/obtained
- BFET Individual Employment Plan (IEP)
- Wage verification if receiving retention services
- Job Log for all SJS activities
- Participant progress
- Participant Reimbursements and receipts

WEBSITES & RESOURCES

BFET website: www.dshs.wa.gov/bfet

Apply for benefits: www.washingtonconnection.org/home

Eligibility calculator: <https://www.washingtonconnection.org/prescreening/home.go?action=Introductionh>

DSHS Office Locator: <https://www.dshs.wa.gov/esa/community-services-find-an-office>

HHS Federal Poverty Guidelines: <https://aspe.hhs.gov/poverty-research>

DSHS/CSD Call Center Hour: Phone services will be available from 8am - 5pm every business day. Call us at 1 (877) 501-2233 Monday - Friday. Hours for interviews are 8am - 3pm.